



DoD Safe Helpline

Department of Defense Sexual Assault and Response Office
(SAPRO)

Agenda

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- Telephone Helpline
- Online Helpline
- Text For Info
- Self-care App
- Safe HelpRoom
- Transitioning Service Members
- Safe Helpline Outreach Materials

Overview

DoD Safe Helpline is a **groundbreaking crisis support service** for members of the DoD community affected by sexual assault.

Safe Helpline offers survivors a **confidential, anonymous, and secure** place to get the help that they need, 24/7, by **providing live, one-on-one support** and information to the worldwide DoD community.

Since launching in 2011 Safe Helpline has helped **over 22,175 people** and **over 318,000 people** received information from SafeHelpline.org

*and by the non-profit **Rape, Abuse and Incest National Network (RAINN)** through a contract with DoD.*

Overview

Department of Defense Sexual Assault Prevention and Response Office (DoD SAPRO) is responsible for the oversight of the Department's sexual assault policy. SAPRO works hand-in-hand with the Services and the civilian community to develop and implement innovative prevention and response programs.

RAINN created and operates the National Sexual Assault Telephone Hotline, 800.656.HOPE, in partnership with more than 1,100 local sexual assault service providers and the National Sexual Assault Online Hotline at online.rainn.org – the nation's first secure, online crisis intervention service. RAINN also carries out national programs to educate the public and advocate for victims through effective policy.



SafeHelpline.org Preview

Find Help on Your Base or Installation:

DoD
Safe 
Helpline
Sexual Assault Support for the DoD Community

24/7 Secure. Worldwide. Confidential.

How to Get Help Understanding Sexual Assault Transitioning Service Member About RAINN About Safe Helpline Take a Tour Contact Us

Help is Just a Click Away
The Online Helpline provides live, confidential support, 24/7

GET LIVE HELP NOW

or Call the Telephone Helpline
877-995-5247

In immediate danger? **CALL 911 (inside the U.S.)**

Understanding Sexual Assault
What to do if you or a friend has been sexually assaulted.

Learn More About Safe HelpRoom
Safe Helproom will allow sexual assault survivors in the military to connect with one another in a moderated and secure online environment.

Safe Helpline is Operated by RAINN
RAINN, the nation's largest anti-sexual violence organization, also runs the National Sexual Assault Hotline.

RAINN RAPE, ABUSE & INCEST NATIONAL NETWORK

DoD Safe Helpline: Telephone Helpline

Service Overview:

Expert staff provide tailored crisis support and intervention services, emotional support, and information/referrals.

Staff perform “warm hand-off” transfers to Sexual Assault Response Coordinators, Military OneSource, National Suicide Prevention Lifeline, Veteran’s Benefits Coordinators and civilian sexual assault service providers

Number of People Helped:

Over 10,000 callers helped since launch

Provided over 3,500 service referrals (SARCs, Veterans Affairs, local rape crisis centers, etc.)



DoD Safe Helpline: Online Helpline

Service Overview:

Expert staff provide live, confidential crisis intervention, emotional support and referral/information sharing through a secure instant-messaging format at SafeHelpline.org.

How we made it safe:

- Secure application and server environment
- IP address of user is not collected
- Application obscures connection between user and volunteer
- No personally identifying information is ever solicited
- Transcripts of sessions are not stored
- Layered user agreement and privacy policy
- Strict privacy protocols for staff and supervisors
- All sessions are monitored by supervisors, who have the capacity to transfer sessions when needed

Number of people helped:

Over 5,000 online sessions

Online Helpline Interface

Staff member view

The screenshot shows the staff member view of the online helpline interface. At the top, there's a header with the RAINN logo and navigation links for 'Connected', 'END SHIFT', 'Queue' (showing 0), 'START A CHAT', and a search bar. On the left, a sidebar lists 'Staff', 'VolOne', and 'Supervisor'. Below that is a 'Statistics' section with dropdown menus for various demographic and service-related filters, and a 'SAVE' button. The main chat area shows a conversation between 'VolOne' and an anonymous visitor. The visitor has joined the chat and is waiting for VolOne to start the session. VolOne has responded with a greeting and some introductory questions. The right side of the interface features a vertical sidebar with sections for 'Starting a Session' (including 'Spanish speaking visitors'), 'Resources', 'Standard Responses', 'Legal', 'Medical', and 'Military', each with its own sub-sections like 'Service Providers', 'Websites', and 'Standard Responses'. At the bottom, there are buttons for 'END CHAT' and 'SEND'.

User view

The screenshot shows the user view of the online helpline interface. It has a similar layout to the staff view, with a header, sidebar, and main chat area. The sidebar includes 'Starting a Session' (with 'Spanish speaking visitors' selected), 'Resources', 'Standard Responses', 'Legal', 'Medical', and 'Military' sections. The main chat area shows the same conversation between 'VolOne' and the anonymous visitor. The visitor has joined the chat and is waiting for VolOne to start the session. VolOne has responded with a greeting and some introductory questions. At the bottom, there are buttons for 'END CHAT' and 'SEND'.

DoD Safe Helpline: Text for Info

Service Overview:

Safe Helpline staff will provide resources based on your location, including your nearest SARC, medical or legal personnel, chaplain, civilian sexual assault service provider or resources for transitioning service members (Veterans Benefits Coordinators, etc.).

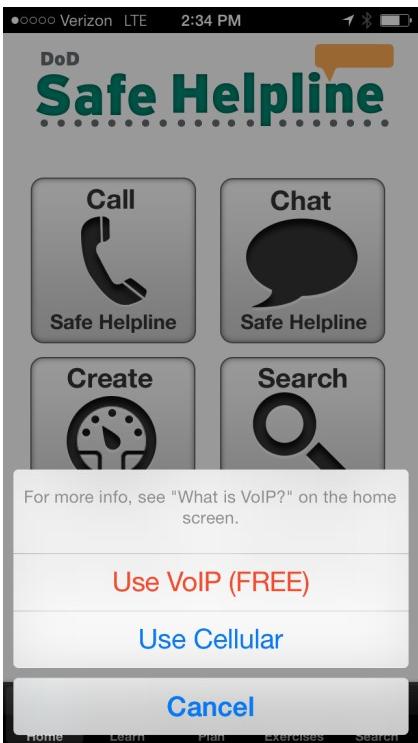
Text Zip code, installation name or “referral”

55-247 (inside the U.S.)

001-202-470-5546 (outside the U.S.)



DoD Safe Helpline: Safe Helpline App



The Safe Helpline app (for iOS or Android) allows sexual assault survivors in the military to create a **customized self-care plan and connect to resources** from anywhere in the world.

You can use the self-care app to call a trained Safe Helpline staffer for free from **anywhere in the world**. All you need is an internet connection to use the voice over, IP technology (VoIP) whenever you'd like. Your personalized plan will be stored only on your mobile device so it will remain **completely confidential**. Once you download the app, you don't need an internet connection to use it.

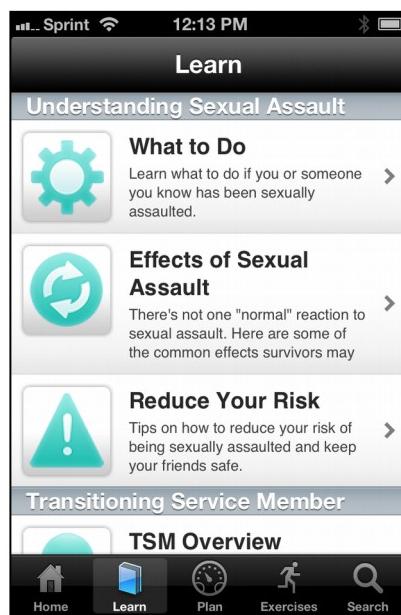
The app is the **winner of the 2013 President's Award for Innovation** from the American Telemedicine Association for being the most "novel use of technology leading to innovative health applications and social services support."

App Interface

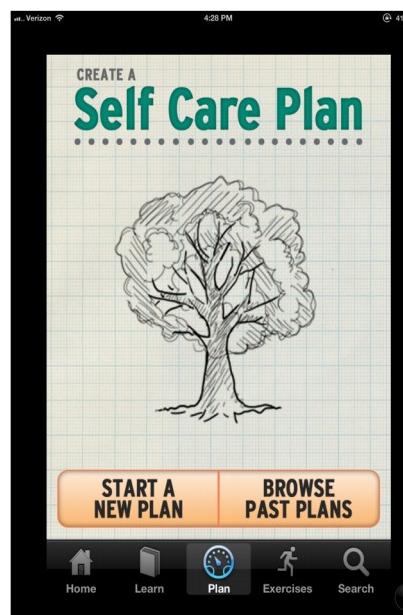
Find



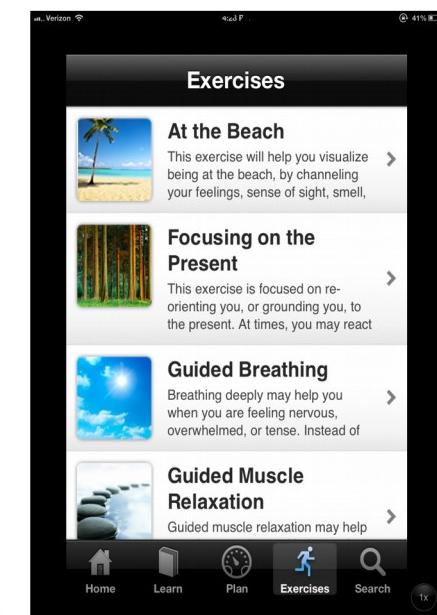
Learn



Plan



Exerci



DoD Safe Helpline: Safe HelpRoom

Moderated, online peer support for the DoD community

Goal: Safe HelpRoom will allow survivors of sexual assault in the military to connect with and support one another in a moderated and secure online environment at SafeHelpline.org

Availability: Safe HelpRoom is available twice weekly
for two-hour sessions.

Launched on April 10 2013



Transitioning Service Members

- Being a survivor of sexual assault and going through the transition process can be difficult.
- Safe Helpline has a full database of DoD, VA, and civilian resources to support survivors of sexual assault that are in the transition process.
- Information is available for:
 - Healthcare
 - Mental Healthcare
 - Housing
 - Employment
 - Transition Assistance Programs
 - Footnotes

DoD Safe Helpline Outreach Materials

- Online Materials: safehelpline.org/materials

- Banners
- Brochure
- Postcard
- Poster
- SHL Outreach Kit



- Printed Material Requests: safehelpline.org/materials-request.cfm